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HIGHLIGHTS OF THE RTSD RS AUTOMATED ACQUISITIONS/IN-PROCESS CONTROL SYSTEMS IN LIBRARIES DISCUSSION GROUP, JANUARY 11, 1988

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"Emerging Services: What's Next and Who Decided?" was the topic at the January 11th conference meeting of the RTSD RS Automated Acquisitions/In-Process Control Systems in Libraries Discussion Group.

Discussion groups are traditionally very informal meetings where the primary purpose is to provide a forum for discussion on a particular topic. As the size and attendance at the Automated Acquisitions Discussion Group has increased, presentations by three to four people have been instituted to provide a focus for discussion. This topic emerged forcefully as an area of concern from the 1987 annual conference meeting. The Chair (Carol Hawks) and Vice Chair/Chair-Elect (October Ivins of Louisiana State University) expanded upon the ideas provided in 1987 resulting in the program on "Emerging Services."

Four speakers were asked to address the topic from their own unique perspectives. The first speaker, Paul Parisi of Acme Bookbinding Company, represented library binders. His presentation centered around his experience with the ABLE bindery system. The second speaker, Jane Burke of NOTIS Systems, Inc., presented the viewpoint of a vendor of automated library systems. Adrian Alexander of The Faxon Company addressed the topic from the angle of a vendor of library materials. The final speaker, Marcia Anderson of Arizona State University, conveyed her perspective as a librarian involved in the implementation of the Innovative Interfaces INNOVACQ System at both Michigan State and Arizona State.

Each speaker was asked to address a series of questions focusing on the unique perspectives mentioned above. Those questions follow:

1. After the basic automated system is installed, what kind of services are libraries asking for, i.e., electronic transmission of orders and claims, interfaces between materials vendor systems and automated library systems, interfaces with other products such as BIP Plus, interfaces with accounting departments? What are the advantages for libraries and vendors? Are these services realistic and cost-effective?
2. What kind of input or impact do libraries have in determining the direction that new automated services or enhancements will take? What is the most effective way for libraries to be involved in the process? Are users' groups effective?

3. How does a vendor decide what to do next? Are market surveys done? Are there R & D groups in most organizations? What does your company/library see as the libraries' role in this area? What are the libraries' ethical obligations in this area? Is there enough interest in an enhancement to make it viable for the vendor?

The following papers reflect the responses of each presenter to these questions.